



## S.C.O.P.E.

“Safety-Cleaning-Ownership-Partnership-Engagement”

### SEPTA’s Coordinated Response to Homelessness

To recover from the COVID-19 pandemic, the city and the region must attract workers back, and SEPTA must attract riders back to our system. SEPTA understand what is required to provide a COVID-safe rider experience; however, a significant challenge, the vulnerable population on the system, is impacting SEPTA’s recovery plan. On any given day there are hundreds of homeless people who use SEPTA stations and vehicles for temporary shelter and safe housing. This population, coupled with those dealing with addiction and mental health issues, define who we refer to as the vulnerable population. While this issue is not new to SEPTA or the city, the vulnerable population has become a public health crisis. SEPTA has taken the initiative to implement and plan actions to help address the downstream challenges this situation poses to transit. But this crisis has grown far too significant for SEPTA to manage alone. Therefore, SEPTA’s proposed strategy will employ a five-pronged approach - **Safety, Cleaning, Ownership, Partnership, and Engagement (S.C.O.P.E.)**. This campaign requires collaborative upstream efforts by the City of Philadelphia’s Departments of Health & Human Services (DHAHS), Office of Homeless Services (OHS), Department of Behavioral Health and Intellectual Disability Services (DBHIDS), SEPTA, and the business and non-profit communities. SEPTA is convening partners to address the near-term challenges associated with this population and the longer-term goal of bringing both riders and the City’s economy back.

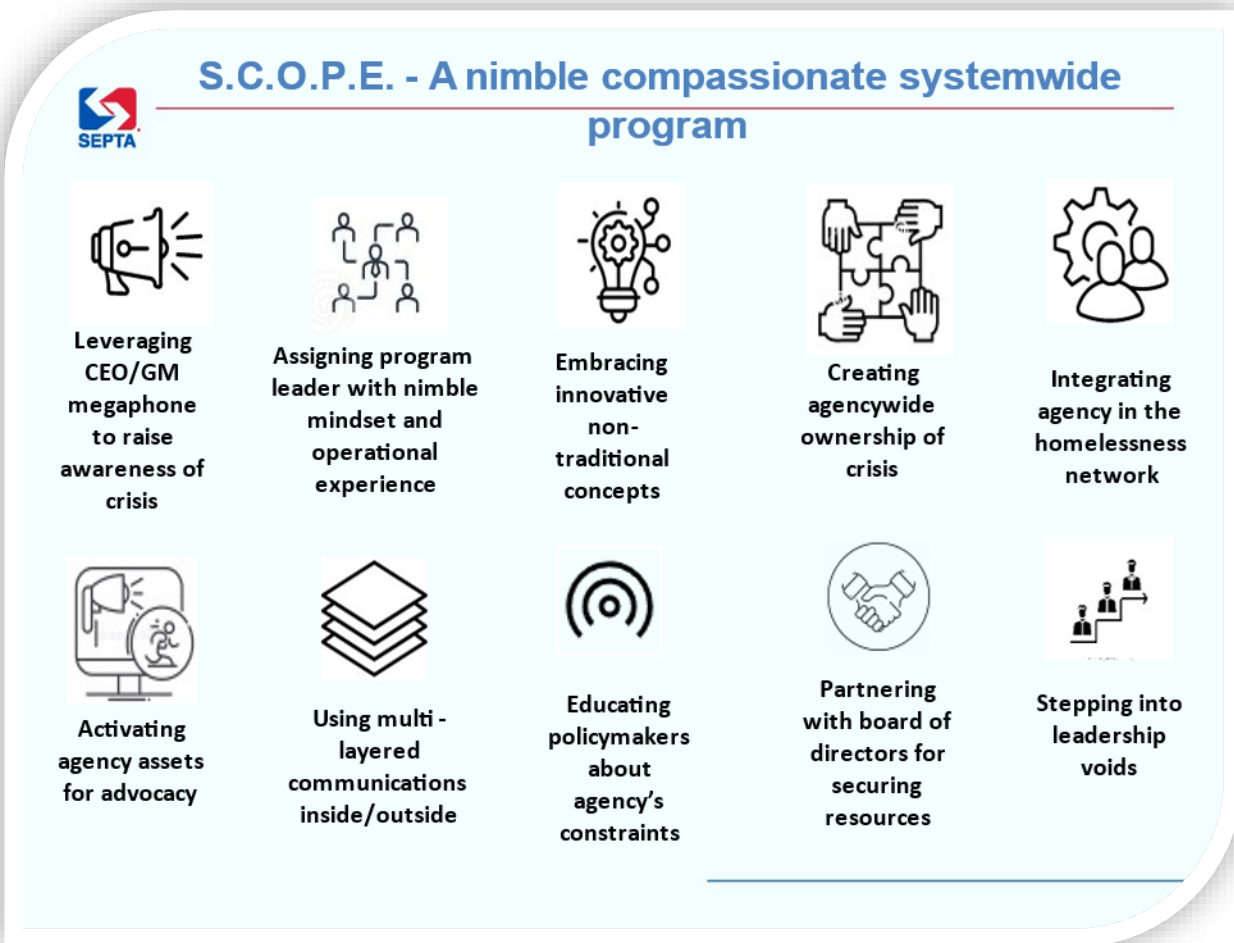
Leveraging existing resources and expanding partnerships with local community resources, will bolster the effectiveness of these strategy by allowing SEPTA Police to divert resources to other outlying stations on the Market Frankford and Broad Street lines, while freeing up officers to carry out their normal duties of protecting our system’s multi-model network of vehicles, stations, common areas and public spaces.

Most of these individuals enter our system by stealing rides. Because of this, we are looking at options to engineer out this theft by reevaluating our fare structures. In the meantime, we are committed to ensuring that our employees and customers are safe and free from harassment. To this end, this is what we are doing to help mitigate incidences from this population:

- Hiring over 50 social workers to help provide outreach and needed services to the vulnerable population
- Ongoing efforts to recruit as many as 50 additional SEPTA police officers
- Authorizing additional overtime funding for SEPTA Police
- Creating Virtual Patrol Center intended to monitor the 28,000 cameras
- Hiring 200 additional cleaning staff
- Providing our cleaning staff with SEPTA cell phones to call police when they see something
- SEPTA Guides Program: implemented at MFL and BSL stations, as well as random checks on trains. SEPTA Guides will be responsible for:
  - Greeting and assisting riders as they navigate the system
- Educating customers about SEPTA's rules and regulations
- Reporting violations to the Transit Police

## Tactics-Action Steps

- Scan the environment of existing community's homeless and mainstream services within SEPTA's service area to identify needs that are not being met and agencies that can be deployed to meet them
- Establish a nimble Internal Command Structure and Taskforce to align resources and accountability for implementation of SCOPE Plan. The Taskforce meets bi-weekly to provide updates on:
  - Successes and challenges
  - Cleaning and Maintenance
  - Identify funding opportunities
  - Communication to employees and Customers
  - Safety and Structural updates
  - Data collection and Metric response
  - Media and Public Relations
  - Legal and Government Affairs



# Results

The aggregate is assessed from surveys and data collection metrics from Allegheny, Huntingdon, and Somerset Stations from **1-1-21 to 5-4-21** through **5-5-21 to 2-03-22**

System	Vulnerable Populations	Engagements	Referrals	Cleanliness
+/-	-54%	+324%	+346%	+68%

Components	Accomplishments
<b>Safety</b>	<ul style="list-style-type: none"> <li>• Deployed sixty Allied Barton security officers to be stationed at multiple fare lines throughout the Market Frankford Line.</li> <li>• Added 24-hour security coverage at Norristown Transportation Center</li> <li>• Re-engaged partnership with the Norristown Police Department and the local Shariff department to add Norristown to their security tours</li> <li>• Strategically placed SEPTA police officers at key locations throughout the system to address the vulnerable population</li> <li>• Increased under-cover surveillance at Frankford Transportation Center and Norristown Transportation Center (including others) to help eliminate drug transactions and illegal behavior</li> <li>• Deployed SEPTA's SCOPE and SAVE units throughout to service area to engage the vulnerable population. These outreach teams create a presence of safety for customers and employees</li> <li>• Added elevator attendants at Somerset Station to maintain a level of awareness and safety while addressing conditions related to both the westbound and eastbound elevators</li> <li>• Increased police presence at known hotspot locations, i.e., Allegheny, Huntingdon, Norristown TC, FTC, 8<sup>th</sup> &amp; Market, 69<sup>th</sup> Street, and others</li> <li>• Partnered with Chester Police Department to add Chester Transportation Center to its list of daily security checks</li> <li>• Partnered with DBHIDS (Department of Behavioral Health and Intellectual Disability Services) to address homelessness at 8<sup>th</sup> &amp; Market and 13<sup>th</sup> Street stations</li> <li>• Partnered with P.A.D. (Police Assisted Diversion) unit of Philadelphia to help address recidivism of ex-offenders and potential incarceration of law breakers within SEPTA service area, namely, the Kensington community</li> <li>• Partnered with Drexel University to assist in engagements with the vulnerable population at strategic locations throughout the system, namely, 69<sup>th</sup> Street Terminal</li> <li>• "Hardening" stations to mitigate locations where illicit behavior/sleeping nooks can easily take place</li> </ul>
<b>Cleaning</b>	<ul style="list-style-type: none"> <li>• Initiated system-wide cleaning campaign at multiple stations and terminus throughout the SEPTA system</li> <li>• Cleaning and upgrading elevators, escalators, lighting, stairways, overpasses, exits, and entrances at multiple stations throughout the system</li> </ul>

	<ul style="list-style-type: none"> <li>• Increased cleaning staff and seeking to acquire additional shifts at Frankford Transpiration Center, Norristown Transportation Center, and 69<sup>th</sup> Street Terminal</li> <li>• Developed additional job functions for the KPAs (Key Platform Attendants) at Norristown Transportation Center and 69<sup>th</sup> Street Terminal to monitor both elevators (NTC &amp; 69<sup>th</sup> St.) and bathroom (NTC)</li> <li>• Developed additional job functions for the MCs (Maintenance Custodians) at 69<sup>th</sup> Street Terminal to monitor both elevators and bathrooms during the AM and PM rush hour</li> <li>• Created a working partnership with the City of Philadelphia to expand its current bathroom monitoring program to include bathrooms outside the paid area at Suburban Station</li> <li>• Created a working partnership with C.L.I.P. (Community Life Improvement Program) to help address debris and rubbish affecting SEPTA stations through the Kensington community</li> <li>• Established partnership with Project Reach and the City of Philadelphia Sanitation Department to help remove needle pile-up in track areas</li> <li>• Partnered with One Day at a Time (ODAAT) and Impact Services to provide “Same Day Pay” opportunities to members of the community by cleaning areas around stations within the Kensington service area which impacts SEPTA stations</li> <li>• Continued relationship with M.A.P. (Mural Arts Program) which also provides “Same Day Pay” opportunities to Philadelphia residents</li> <li>• Working with the <i>Kensington Targeted Engagement Strategy</i> workgroup to address cleaning, drug, debris, and homeless challenges within the Kensington and Allegheny service area</li> </ul>
<b>Ownership</b>	<ul style="list-style-type: none"> <li>• Developed a working relationship with Office of Homeless Services (OHS) to address gaps related to SEPTA service areas</li> <li>• Increased partnership with Department of Behavioral Health and Intellectual Disability Services (DBHIDS) to address needs within SEPTA service model</li> <li>• Identified Federal funding opportunity, i.e., Medicaid to help fund 85% of the cost associated with both the SCOPE and the SAVE initiatives</li> <li>• Partnered with <i>Ready.Set.Philly!</i> to help funnel City services intended to address needs related to the vulnerable population, encampments, return to work campaigns, and transportation needs, etc.</li> <li>• Developed a working partnership with Drexel University's School of Medicine by allowing its first-year Med student work as <i>SEPTA Health Navigators</i> at 69<sup>th</sup> Street Transportation Center and rove the system to help address the service needs the vulnerable population in the SEPTA system</li> <li>• Working with Temple University and Widener University to aid SEPTA in addressing challenges related to the vulnerable population within Delaware and Philadelphia counties</li> <li>• Procured Merakey to provide co-responder model with outreach workers and SEPTA police to address homeless individuals seeking shelter at Somerset, Allegheny, and FTC stations, etc.</li> <li>• Continued relationship with Project Home to advance SEPTA's plan to reduce homelessness in Center City and West Philadelphia</li> <li>• Procuring partnership with Merakey, ODAAT, and Prevention Point to aid in expanding the SCOPE initiative by addressing homelessness and the vulnerable population in all five counties</li> <li>• Initiated conversations with <i>Pathways to Housing</i> by finding ways to establish a pilot program at Frankford Transportation Center and other stations throughout the SEPTA system</li> </ul>

<b>Partnerships</b>	<ul style="list-style-type: none"> <li>• Office of Homeless Services (OHS)</li> <li>• Department of Behavioral Health (DBH)</li> <li>• Philadelphia Sanitation Department</li> <li>• Community Life Improvement Program (CLIP)</li> <li>• <i>Ready.Set.Philly!</i></li> <li>• Drexel University</li> <li>• Temple University</li> <li>• Widener University</li> <li>• Police Assisted Diversion (PAD)</li> <li>• Kensington Targeted Engagement Workgroup</li> <li>• University City District (UCD)</li> <li>• Project Reach</li> <li>• One Day at a Time (ODAAT)</li> <li>• Prevention Point</li> <li>• Merakey</li> <li>• Chester Police Department</li> <li>• Norristown Police Department</li> <li>• Montgomery County Sheriff's</li> <li>• Pathways to Housing</li> <li>• Your Way Home</li> <li>• Center City District (CCD)</li> </ul>
<b>Engagement</b>	<ul style="list-style-type: none"> <li>• Scan the environment of existing community's homeless and mainstream services within the five-county service area to identify needs that are not being met and agencies that can be deployed to meet them</li> <li>• Created SCOPE's Internal Command Structure and Task Force to provide oversight and align resources and accountability for implementation of the SCOPE Plan</li> <li>• Established a Data collection and Metric response subcommittee designed to identify successes and challengers related to efforts of the SCOPE campaign</li> <li>• Created an external SCOPE working group at NTC to maintain ongoing communications and provide progress updates to external stakeholders and partners</li> <li>• Developed additional job functions for the KPAs (Key Platform Attendants) at Norristown Transportation Center and 69<sup>th</sup> Street Terminal to monitor both elevators (NTC &amp; 69<sup>th</sup> St.) and bathroom (NTC)</li> <li>• Developed additional job functions for the MCs (Maintenance Custodians) at 69<sup>th</sup> Street Terminal to monitor both elevators and bathrooms during the AM and PM rush hour</li> <li>• Expanded outreach teams dedicated to hotspot by exploring a partnership with Montgomery County <i>Human Service's Access Street Outreach Services</i>, <i>Your Way Home</i>, and <i>Gaudenzia House</i></li> <li>• Deployed security officers at strategic locations throughout the system to mitigate fare evasion, homelessness, inappropriate behavior, and to create a presence through SEPTA's system</li> </ul>